

Assessment Cycle

AY 2016 – 2017

Office of Student Health Services

Division or Department: Student Experience

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Northwestern Mission.

Northwestern State University is a responsive, student-oriented institution that is committed to the creation, dissemination, and acquisition of knowledge through teaching, research, and service. The University maintains as its highest priority excellence in teaching in graduate and undergraduate programs. Northwestern State University prepares its Students to become productive members of society and promotes economic development and improvements in the quality of life of the citizens in its region.

The Student Experience Mission Statement

The Student Experience provides the University community with programs and services to support the academic mission of creating, disseminating and acquiring knowledge through teaching, research and service while empowering a diverse student population to achieve their highest educational potential. The Student Experience creates a stimulating and inclusive educational environment that is conducive to holistic personal growth. The commitment to students initiates prior to entrance, sustains throughout the college experience and continues beyond graduation. Enrollment Services provides equal access for education to potential students throughout the state and region and promotes economic stability and financial access to citizens. Student Affairs enhances student development and broadens intellectual, social, cultural, ethical and occupational growth. The Student Experience works closely with faculty, staff, students, and the community to ensure graduates have the capability to promote economic development and improvements in the region.

Student Affairs Mission:

The Division of Student Affairs prepares students to be productive members of society and to improve the quality of life of students. Student Affairs provides support services in career development and placement, advocacy and accountability, academic support, mental and physical health, disability accommodations, student activities and organizations, student union life, and opportunities in leadership, community service, and programs for new students. Through hands on involvement in programs and services, Student Affairs promotes personal development in a student-centered environment, which delivers innovative practices in an environment of respect. Student Affairs encourages integrity, diversity and collaboration with all members of the university community.

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Health Services Mission:

The mission of Health Services is to provide cost effective, convenient, high quality and professional health care to eligible Northwestern State University students in a clinic setting addressing physical, emotional, social, and spiritual needs. Health Services will enhance student development through campus wide and individual health education with a focus on student learning outcomes in the areas of healthy lifestyle choices, independence, and discernment as a healthcare consumer.

Methodology: The assessment process includes:

- (1) Data from assessment tools (both direct – indirect, quantitative and qualitative) will be collected and returned to the director;
- (2) The director will analyze the data to determine whether the applicable outcomes are met
- (3) Results from the assessment will be discussed with the appropriate staff;
- (4) Individual meetings will be held with staff as required (show cause);
- (5) The director, in consultation with the staff, will determine proposed changes to measurable outcomes, assessment tools and service changes for the next assessment period.

Student Health Services Effectiveness

Service Outcomes:

SO 1. Health Services staff will provide high quality care and individual education to patients on their current health status and interventions to decrease interference with their degree seeking educational process.

Measure 1.1 Health Services staff will provide high quality and satisfactory care to 100% of students utilizing the service.

Assessment Tool. Satisfaction survey administered during the fall semester

Finding. Target Met. One hundred percent (100%) of students using the University health services were satisfied with their level of care.

Analysis. Total fall appointments were 1,164; of those, 361 (31%) patients responded to the student satisfaction survey, of those 100% were satisfied with their level of care. Of the 361, 207 (57%) were already established with the clinic, 154 were new patients (43%), and 5% of the students learned of the clinic the day of their visit. Our analysis reflects that students who are aware of and utilize the clinic are satisfied with services provided. However, health service awareness remains a concern. The clinic is looking at several options to increase student awareness of the clinic and the services provided. The immediate course of action is to better

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leverage the existing social media being used by students currently. Other options will continue to be explored.

Action – Decision or Recommendation. Health Services will utilize the Student Concerns Facebook page to increase awareness of the clinic and services. In addition, Health Services will develop questions to be incorporated into the satisfaction survey to determine how students want to receive information related to health care.

Measure 1.2 Health Services staff will provide written and verbal instructions to 100% of patients regarding their current health status and needed interventions.

Assessment Tools. Data reports from Electronic Medical Records analysis and the number of referral forms received back from contracted physicians.

Finding: Target Met. One hundred percent (100%) of patients who visited Health Services received written and verbal information regarding their care.

Analysis: The staff of health services utilized the Lexicomp in EMR to produce 148 complaint focused educational documents for 8% of patients. Almost fourteen (14%) of patients were referred to contracted physicians. Each of these 286 referred patients were given referral forms, physician agreements, and printed maps to the physician's office. All patients seen for clinical visits were given discharge instruction sheets. Some patients received more than one set of instructions related to co-occurring issues. For the 2,085 documented clinical visits a total of 3,045 discharge instructions were given.

Action - Decision or Recommendation: Health Services will explore possible adjustments to data collection in the electronic medical records analysis mode to give an accurate record of the number of patients receiving a specific type of written instruction (discharge, referral, complaint specific). The point of service annual survey will be revised to capture data to indicate patient education and interferences will academic process.

SO 2. Health Services staff will continue the use of technology and remain current with updates and software refinements.

Measure 2.1. The director will coordinate installation of manufacturer updates to EMR software and include the department of Information Systems with scheduling. The director will continue document revisions to improve workflow. The director will maintain the clinic website with current information and will use social media to advertise programs, events or information.

Assessment Tools. A date log for tracking the number and the dates of software updates, website updates, EMR template revisions and utilization of social media.

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Finding: Target Met. The technology goals of Health Services were met through software updates, EMR document revisions website updates, and using social media for advertising.

Analysis: Clinic staff attended a web conference on EMR updates on 6-30-2016 and coordinated installations on 9-19-2016 and again on 2-24-2017. The director created four (4) new templates for use in patient charts. The NSU Health Services webpage was update three (3) times on 6-27-2016, 9-19-2016 and 1-19-2017. Staff utilized social media advertising ten (10) times for three (3) different events. The events and dates of advertising were three (3) HIV Testing on 8-24-2016, 10-12-2016 and 4-20-2017; three (3) Flu Shot Clinics on 9-12-2016, 9-20-2016 and 10-10-2016; four (4) Healthy Campus Challenge announcements on 12-3-2016, 12-9-2016, 12-14-2016 and 1-25-2017.

Students responded to posts on facebook and reported that they heard about events by word of mouth or facebook. No responses were received from email advertising. Email is not an effective means of informing students about events.

Action - Decision or Recommendation: We will maintain 100% compliant with software and website updates. We will place an emphasis on Facebook advertising and explore other means of how student want to receive information utilizing a question on the fall Ruffalo Noel Levitz satisfaction survey.

SO 3. Staff will collaborate with faculty, staff, campus organizations or community stakeholders to provide requested programming.

Measure 3.1 The Health Services staff will participate in 100% of programs hosted by other units when requested and invite participation by other units in programming hosted by clinic staff.

Assessment Tool. Documentation of the program host, type event and date.

Finding: Target Met. The staff of Health Services was very active in collaborating to provide 26 programs with 13 different on campus units and off campus stakeholders.

Analysis: The sponsors, events, and dates of collaborative programming were Scholar's College – Freshman Orientation 8-19-16, SAB – Color Chaos 8-22-16, SAB – Dunk a Demon 8-29-16, La Belle Femme – Breast Cancer Awareness 10-12-16, Counseling & Career Services – Literary Rally 2-18-17, Counseling & Career Services – Depression Screening 2-22-17, College of Nursing – Heart Healthy Month Vital Checks 2-24-17, NSU Foundation – Flavor of Louisiana 4-7-17, Office of Public Health – STI Screening 4-20-17, Inclusion & Diversity Center – Week of Listening 4-11-17, SAB – Spring Fling 4-21-17 and 4-22-17, New Student Programs – Freshman Connection 5-26-16, 6-1-16, 6-23-16, 7-12-16, Natchitoches Northwestern Sexual Assault Response – MOU 3-10-17, LA Dept. of Health, Community Advisory & Action Team 11-10-16, 5-11-17, Walgreen's – Flu shot clinic 9-12-16, 9-20-16, 10-10-16, Philadelphia Center – HIV Testing 8-24-16, 10-12-16, 4-20-17, and SAB – Holiday Open House 12-5-16.

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Action - Decision or Recommendation: Clinic staff will remain active with collaborative programming and separate reports according to on-campus or off campus sponsors. We will also administer assessments after programming hosted by the clinic to obtain satisfaction data.

SO 4. Health Services staff will work with federal and state health departments to participate in initiatives regarding personal and public health and expand services where possible.

Measure 4.1 Health Services staff will continue collaboration with the CDC in the U.S. Outpatient Influenza-like Illness (ILI) Surveillance Network as a sentinel site for monitoring public health.

Assessment Tool. The number of week's reports were submitted electronically to the CDC.

Finding: Target Met. From May 1, 2016 thru April 30, 2017 NSU Health Services reported sentinel data for 52 weeks.

Analysis: Health Services was 100% compliant with timely reporting of sentinel data on the ILINet website. The data included the total number of patients see for any reason, the number with influenza like illnesses, and the age range of patients presenting with symptoms meeting the ILI criteria.

Action - Decision or Recommendation: Health Services will continue to be 100% compliant with obtaining and reporting sentinel data.

Measure 4.2 Health Services will continue collaboration with the Louisiana Department of Public Health to screen patients for STI's.

Assessment. The number of specimens submitted to the state laboratory for testing.

Finding: Target Met. Health Services continued collaboration with the state department of health by submitting 222 specimens for testing of chlamydia and gonorrhea.

Analysis: Of the 222 specimens submitted for testing at the state laboratory, 20% were positive for one or both STIs. Patients testing positive required additional testing for syphilis and HIV and were referred to the local health unit. During the previous assessment cycle, 132 specimens were submitted with a >21% positive rate. This cycle 90 more specimens were submitted and the positive rate was decreased by 1%.

Action - Decision or Recommendation: Health Services will explore ways to collaborate with the Louisiana Department of Health to offer more types of STI diagnostic testing in our clinic, specifically HIV and syphilis.

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Summary of key findings and or decisions.

Health Services will incorporate questions into the 2017-2018 satisfaction survey to assess patient education and interferences with their academic process. We will explore possible changes to the analysis mode of electronic medical records to indicate specific types of educational materials provided. We will maintain 100% compliance in the areas of EMR updates, website updates, and ILI reporting to the CDC. We will assess students for preferred method of receiving information while continuing use of the NSU Student Concerns Facebook page. We will report collaboration data of on or off campus partners. We will survey participants of programs hosted by Health Services to assess effectiveness and satisfaction. We will expand STI testing program to include screening for two additional types of infections.